

New UK clinic locations offer improved access

Orthopaedics Spine & Total Joint Service

The UK HealthCare Department of Orthopaedics Spine & Total Joint Service has relocated with expanded services to the UK Good Samaritan Medical Plaza. Carter Cassidy, MD; Mauro Giordani, MD; and William Shaffer, MD, are now seeing patients exclusively at this new location. If you currently have a follow-up appointment, your appointment will remain the same date and time only at the new location.

The clinic is located at the UK Good Samaritan Medical Plaza, 125 East Maxwell Street, Suite 201. If you have any questions, please contact the clinic at **859-323-5533**.



Family Medicine Clinic

UK Family and Community Medicine is pleased to announce the opening of a new Family Medicine Clinic just off Leestown Road at 100 Trade Street, Suite C. As of July 15, 2008, Drs. Sarah Parrish and Andrea Gonzales will offer a full range of primary care services in this new UK clinic location. The clinic will be open from 8 a.m. to 5 p.m. Monday through Friday and appointments can be scheduled by calling **859-323-6371**.

With these moves, patients will benefit from free parking and easy, convenient access to the clinics.



Asthma, Allergy and Sinus Clinic

The UK HealthCare Department of Medicine Asthma, Allergy and Sinus Clinic is now in a new location. Drs. Leslie Branch, Beth Miller and James Temprano, and Jody Holl, ARNP, are seeing patients exclusively at the Professional Arts Center, located behind the UK Good Samaritan Medical Plaza, 135 East Maxwell Street, Suite 250.

If you currently have a follow-up appointment, your appointment will remain the same date and time only at their new location. The Allergy Clinic also has extended hours for its shot clinic on Tuesdays and Thursdays, 1 p.m. to 6 p.m.

If you have any questions, please call **859-323-5365**.



New medical director for UK HealthCare plans

William H. Mitchell, MD, FACS, has been named medical director for utilization review and UK-HMO. Dr. Mitchell will work closely with the chief medical officer, patient family services and the revenue management team to meet payer requirements regarding authorizations and continued-stay review. His other areas of responsibility include developing and managing efforts to establish utilization and outcomes improvements for UK-HMO. The position also involves collaboration with third-party administrators, UK HealthCare clinical faculty and other network providers to coordinate care for UK-HMO members.



Dr. Mitchell received his medical degree from the University of Kentucky College of Medicine and completed his training in general surgery at the Johns Hopkins Hospital and at the University of Louisville. Dr. Mitchell practiced general surgery in Richmond, Ky., for more than 20 years.

Dr. Mitchell is a past president of the Kentucky Medical Association and served on the KMA Board of Trustees for 11 years. He has served as chief medical officer for CHA-Health and CHA-Humana for the past 12 years, and he is a surgical consultant to the Kentucky Board of Medical Licensure.

Dr. Mitchell is an administrative leader who brings both management and clinical experience to his new position.



UK HealthCare Good Samaritan Hospital – more options for health care

A new option is available for UK-HMO members who need medical attention – UK HealthCare Good Samaritan Hospital.

The addition of Good Samaritan Hospital to the UK HealthCare family brings UK-HMO members access to an additional group of specialists and primary care physicians from the following specialties: anesthesia, colorectal surgery, ENT/head and neck surgery, emergency medicine, family medicine, infectious disease, internal medicine, nephrology, neurosurgery, orthopaedics, pediatrics, podiatry, psychiatry, pulmonary medicine, radiology, and urology.

To find a provider at UK Good Samaritan, visit the online provider directory search on the UK-HMO Web site at www.mc.uky.edu/ukhmo.

UK Good Samaritan also offers advanced surgical services, physical medicine and rehabilitation, sleep diagnostic center, and wound care. The emergency department provides swift, convenient 24-hour service for your urgent needs. If your doctor orders diagnostic imaging or lab tests, Good Samaritan's outpatient diagnostic center becomes another option for UK-HMO members. This center offers MRI, EKG/EEG, CT, X-ray, mammography, ultrasound, nuclear medicine and vascular services.

The outpatient diagnostic center is easily accessible, offering convenient parking and prompt appointments. Appointments can generally be scheduled within two days of your doctor ordering a diagnostic test.

All inpatient rooms at Good Samaritan are private, ensuring each patient individual attention and personal care. The addition of UK Good Samaritan to the UK HealthCare menu of services broadens the UK-HMO member's options for clinical services and builds upon the strong community physician base of Good Samaritan Hospital. Also, many UK HealthCare faculty now admit patients as well as perform surgery and other procedures at UK Good Samaritan in addition to UK Chandler Hospital. For more information, call **859-257-1000** for a fact sheet.

Complaint and grievance process (appeals process)

If a UK-HMO Member has a problem or complaint regarding any aspect of the administration of benefits by UK-HMO, the Member may contact the UK-HMO Customer Services Department to discuss the matter. If the matter cannot be resolved within a reasonable time to the Member's satisfaction, the Member may submit a written appeal to UK-HMO, Appeals Coordinator, P.O. Box 14546, Lexington KY 40512-4546.

The UK-HMO plan provides a five-step appeal process to resolve Member concerns. This entire complaint and grievance process can be found in the UK-HMO Certificate of Coverage, which is available on the UK-HMO Web site at www.mc.uky.edu/ukhmo under the LSA or RSA information (depending on which plan the Member belongs to). A copy of the certificate of coverage booklet may also be requested by calling the customer service number on the back of your ID card.

2008 Benefits Booklet Corrections: PT/OT limits and Home Health Care

The 2008 Benefits Booklet distributed to employees prior to open enrollment contained an error in regard to outpatient therapies, including physical therapy, manipulative therapy (chiropractic and osteopathic), pool therapy/exercise hydrotherapy, acupuncture, cardiac rehabilitation, and occupational therapy.

The correct benefit limit is 30 visits per plan year combined (July-June). This therapy limit is not 30 visits per condition as stated in the benefits booklet. Speech therapy also has a separate limit of 16 visits per plan year and pulmonary rehabilitation has a separate limit of 36 visits per plan year.

The Benefits Booklet also contained an error in regards to Home Health Care. The Benefits Book showed that Home Health Care was covered at 100 percent. The correct benefit is that Home Health Care is covered at 80 percent.

Please refer to official UK-HMO certificates of coverage when you have questions. You can also find this correct information in the 2008-09 certificates of coverage on the UK-HMO Web site at www.mc.uky.edu/ukhmo.



Urgent Treatment Center access

When UK-HMO members require prompt medical attention, four urgent treatment centers (UTCs) are available to provide services. Members might make use of a UTC if their physician's office has no available appointments or if they have an urgent need outside the physician's normal hours.

There is a \$15 co-pay for utilization of a UTC. (Please note that wellness visits and immunizations are not covered at UTCs.)



Available UTCs are:

Fayette County

Urgent Treatment – Dove Run
1055 Dove Run Road
Lexington KY 40502
859-269-4668

Urgent Treatment Associates
1498 Boardwalk
Lexington KY 40511
859-254-5520

Urgent Treatment Center
3174 Custer Drive, Ste. 100
Lexington KY 40517
859-272-4882

Jessamine County

Nicholasville Urgent
Treatment Center
204 Bellaire Drive
Nicholasville KY 40356
859-887-4882

Humana Personal Nurse now a UK-HMO benefit

UK-HMO is excited to announce that we have contracted with Humana for Humana's Personal Nurse Services for UK-HMO members.

The Personal Nurse Service is a telephonic health coaching/health advocacy program featuring Humana's registered nurses and offered to UK-HMO members. Personal nurses develop a one-on-one relationship with members and offer individualized guidance and support. The Personal Nurse seeks to help members understand their conditions, find resources and most effectively use plan benefits – all in an effort to help them realize their health goals.

A member's name could appear on a list of UK-HMO members for a personal nurse call based on information obtained from a number of sources at Humana, one of which includes diagnoses received from claims data. There are certain diagnosis triggers that could place your name on this contact list, including diabetes or asthma.

Personal nurses will contact selected UK-HMO members by phone or mail. (If you receive a call and have any concerns about its legitimacy, please call the UK-HMO Administrative office at **859-257-8251** to verify.) We feel confident that you will find this to be a positive experience.



Check providers for participating status – it's your responsibility

This is a reminder to all UK-HMO members that it is your responsibility to ensure that you are utilizing UK-HMO participating providers for all of your care.

Even if a participating provider refers you to another provider or facility, it is your responsibility to make sure, prior to your visit or procedure, that the provider or facility you are being referred to is truly a participating provider.

UK-HMO has no out-of-network benefits except for urgent or emergent care. The only other time UK-HMO members may be allowed to utilize out-of-network services is if the medically necessary service is not available at UK HealthCare. In those cases, special authorization must be obtained before your out-of-network appointment. The special authorization must be obtained for you by a UK-HMO participating provider.

Failure to verify the status of the provider you are scheduled to see could leave you financially responsible for any costs incurred. In cases where a service is not available at UK, failure to ensure that the required authorization has been obtained could also leave you financially liable.

To find out whether a provider is a UK-HMO participating provider, you can search the online provider directory, which can be accessed from the UK-HMO's Web site at www.mc.uky.edu/ukhmo. You may also call the customer service number on the back of your UK-HMO ID card. Customer Service also can tell you whether there has been an authorization approved for any out-of-network services that are not available at UK.

Please be sure to take this important step to protect yourself from potential financial liability.

HealthBeat is published by the UK HealthCare Plans office. The information is intended to educate members of UK-HMO about subjects pertinent to their health and health coverage, not as a substitute for consultation with a personal physician.

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UK-HMO

Dermatology Consultants terminates relationship with UK-HMO

UK-HMO wishes to notify members that the Dermatology Consultants physician practice has terminated its relationship with UK-HMO effective May 31, 2008.

Letters were mailed to all UK-HMO members who had been seen at this practice in the past year notifying them of this change, but because this group's information was already published in the 2008-09 provider directories as participating providers, we wanted to make sure everyone was notified.

Other dermatology physician groups in Lexington that participate with the UK-HMO plan and that are accepting new patients:

- Bluegrass Dermatology at 3475 Richmond Road, Suite 200, **859-296-4400**;
- Commonwealth Dermatology, 2351 Huguenard Drive, Suite 200, **859-276-0191**;
- Kentucky Dermatology & Skin Cancer at 177 Burt Road, **859-276-1511**.

UK-HMO is confident that any of the remaining dermatology providers will be able to adequately meet your medical needs. If UK-HMO members choose to see the Dermatology Consultants group after May 31, 2008, the members will be responsible for the costs incurred.

UK-HMO contact information

Please visit the UK-HMO Web site at www.mc.uky.edu/ukhmo to find answers to all of your UK-HMO health plan questions.

LSA member services:
Toll free: 1-800-955-8547

RSA member services:
Toll free: 1-877-855-9700

To register for a
KY Clinic appointment:
859-257-9805

